

## **Non- Emergency Transportation (NET): Questions and Answers for MaineCare Members**

**Q: I have heard MaineCare is changing their transportation program. Will you still pay for rides to my appointments if they are covered by MaineCare?**

**A:** You can still get your ride paid for by MaineCare if the appointment is covered by MaineCare and if you are eligible for transportation services.

**Q: What is a transportation broker?**

**A:** When we say broker, we mean a company that will manage the transportation providers. The broker will make sure the providers are giving good service.

**Q: I know I can only get a ride to my appointment if I cannot provide my own ride. How will the broker decide if I can provide my own ride?**

**A:** The broker may find you have the means to provide your own ride if:

- You have access to a licensed, inspected, and registered motor vehicle, and
- You are able to drive the vehicle yourself (considering both licensing and medical factors), or you have a friend or family member that can drive the vehicle, and
- You can afford the costs of using your own vehicle, such as gas.

**Q: How do I get a ride to my MaineCare covered appointment?**

**A:** You should call the broker in your region. The letter you received from us will have phone number you should call. If you do not have your letter, call member services and they can help you.

### **Main Phone Numbers for Member Rides:**

- Region 1 is all of Aroostook County, as well as Danforth and Patten. Coordinated Transportation Solutions, Inc. (CTS) **1-855-388-1068.**
- Region 2 is all of Hancock County, including Isle au Haut, and all of Washington County excluding Danforth. Coordinated Transportation Solutions, Inc. (CTS) **1-855-388-1069.**
- Region 3 is all of Penobscot County, excluding Patten, and all of Piscataquis County. Penquis Community Action Program **1-855-437-5883.**

- Region 4 is all of Kennebec County and all of Somerset County. Coordinated Transportation Solutions, Inc. (CTS) **1-855-388-1070.**
- Region 5 is all of Knox County, all of Lincoln County, all of Sagadahoc County, all of Waldo County, as well as Brunswick and Harpswell. Coordinated Transportation Solutions, Inc. (CTS) **1-855-388-1071.**
- Region 6 is all of Cumberland County, except Brunswick and Harpswell. Coordinated Transportation Solutions, Inc. (CTS). **1-855-388-1072.**
- Region 7 is all of Androscoggin County; all of Franklin County; and all of Oxford County except Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham. Coordinated Transportation Solutions, Inc. (CTS). **1-855-388-1073.**
- Region 8 is all of York County, and Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham. Logisticare Solutions, LLC **1-877-659-1302.**

The phone numbers for complaints and appeals may be different than those listed above.

**Q: Who should I call if I have trouble getting a ride or with other complaints?**

**A:** Call the broker with complaints. The brokers have to tell us about all the complaints they get. You can call MaineCare Member Services (1-800-977-6740 or TTY: 711) if you are not happy with what the broker says about your complaint. You can also call MaineCare Member Services if you are not comfortable talking to the broker about your complaint.

The Complaint Lines for each of the brokers are below:

- Penquis Community Action Program (Region 3): 1-855-437-5884
- Logisticare Solutions, LLC (Region 8): 1-877-659-1303
- Coordinated Transportation Solutions, Inc.:

Region 1	855-388-1068	Region 5	855-388-1071
Region 2	855-388-1069	Region 6	855-388-1072
Region 4	855-388-1070	Region 7	855-388-1073

**Q: When should I call the broker instead of the transportation provider I called before?**

**A:** If the trip is for a day in July 2013, you should set up your trip the same way you have been. If the trip is for a day on or after August 1, 2013, you should call the broker. The brokers' phone lines will open on July 22, 2013.

**Q: When do I call for a ride to my appointment?**

**A:** Call for a ride as soon as you schedule your appointment. You must call the broker at least two (2) business days before the appointment. If it is an urgent appointment and you cannot call two business days ahead of time, the broker will get you a ride on the same day, if needed. If you have recurring appointments or services, the broker may set up the trips for a month's worth of appointments in advance.

The broker will make sure that the appointment is covered by MaineCare. The broker will make sure that you are eligible for a ride. The broker will get you a ride with a transportation provider that they feel it is the best way to get you to your appointment.

**Q: Should I call the broker if I need emergency transportation?**

**A:** If you need emergency care, call an ambulance. Emergency care means there is a risk to your life or long term health. Brokers do not arrange emergency transportation. If you need urgent care, you can call the broker. Urgent care means you need to see your doctor soon, but it is not an emergency. If you need urgent care, the broker will arrange transportation, even if you did not call two (2) business days in advance. Talk to the broker about what is allowed for urgent transportation.

**Q: What will change for me with the new brokers?**

**A:** Some MaineCare members will see very little change, as some of the same drivers or agencies will give rides. Other members may have more options, such as receiving a public bus pass. The type of ride or service you get will depend on your needs and what you qualify for. It is the broker who decides what type of ride you get.

**Q: Why is MaineCare making this change?**

**A:** The new system was designed to improve transportation services for MaineCare members. If you need urgent transportation (such as checking out of the hospital during the night), you will be able to get a ride at any time of day. You will also be able to use different kinds of transportation that were not allowed before (such as bus passes). The new system will help us improve how we pay for transportation. The brokers will also have to prove to MaineCare that the transportation services are of good quality.

**Q: Will there be different drivers than there were before?**

**A:** Brokers may use the same drivers. Brokers may also bring in new drivers.

**Q: What kind of transportation can I receive?**

**A:** If you are eligible for transportation services, the broker will decide the best way to get you to your MaineCare covered appointment or service.

The broker may provide transportation services in one of these ways:

- Paying you for mileage from your home to your appointment and back if you use your own vehicle.
- Paying a friend or family member for mileage from your home to your appointment and back if he/she brings you.
- Giving you a pass or fare if you use public transportation such as a bus, train, or ferry.
- Setting up a ride to your appointment and back with a volunteer.
- Setting up a ride to your appointment and back with an agency.
- If you have special medical needs, setting up a ride to your appointment and back in a specialty vehicle, such as a wheelchair van.
- In certain cases, the broker may set up a ride to your appointment and back with a taxicab.

The broker must follow MaineCare rules about what type of transportation they offer you. You must use whatever type of transportation the broker provides unless there is a health reason not to.

**Q: Can I still drive myself and get reimbursed?**

**A:** Yes. You should contact the broker in your region before making the trip. The broker will check to see if you are eligible to get reimbursed. Brokers do not have to reimburse you if they did not pre-approve the trip. The broker will give you the forms you need to fill out to get reimbursed.

**Q: Can my friend or family member get reimbursed to bring me to my MaineCare covered appointment?**

**A:** You must call the broker before the trip so that the broker can make sure your trip is able to be reimbursed. The broker does not have to reimburse your friend or family member if they did not pre-approve the trip. The broker will give you the forms that you need to fill out to be reimbursed.

**Q: What information may the broker ask me for?**

**A:** The broker needs to determine that you are enrolled in MaineCare and that the trip is to a MaineCare covered service. The broker may call the service provider to verify information about any trip. They may call to verify that the appointment was scheduled or that the appointment took place.

The broker may ask questions such as:

- Your name, address, MaineCare ID number, etc.
- Basic information about the appointment, such as the name and address of the building or office where your appointment is or if it's a medical, dental, or specialist (such as orthopedic) appointment.
- When you are eligible to get transportation to a service that is not always covered by MaineCare (such as a trip to a fitness center, or a socialization event), the broker may ask questions to make sure the trip is in your plan of care. The broker may contact your case manager to make sure service is in your plan of care.

The broker does not need, and should not ask for, specific medical information from you, your service providers, or case manager. The broker may ask what doctor you are going to see, but not about your medical diagnosis or about the specific treatment you receive.

**Q: Can I bring someone with me on the ride to my appointment?**

**A:** If you need to bring someone to help you at your appointment due to a medical need, let the broker know so they can make sure there is room for you and the other person.

**Q: Can I bring my child with me on the ride to my appointment?**

**A:** You should make every effort to arrange childcare if you need it. The broker may not be able to set up the trip so that you can bring your children with you.

**Q: I have Medicare and MaineCare. Will I still be eligible for Non-Emergency Transportation services?**

**A:** If you have a full MaineCare benefit plan, then you may be able to get transportation services paid for by MaineCare, if you are eligible.

If you are on the Medicare Savings Program (such as QMB, SLMB and QI) and you do not have a full MaineCare, you are not eligible to have MaineCare pay for transportation.

For the complete list of the broker contact information by region and other helpful information, go to the [Non-Emergency Transportation \(NET\) webpage](#).